

Customers, 308

Non-Knowledge
Workers, 306

Company, 300

FIG. 3

Matter No.: 11688-002003 Applicant(s): Michael Vigue et al. WORK/TRAINING USING AN ELECTRONIC INFRASTRUCTURE 401 Customer, 412 Organization Branch, 408 Organization, 402 Server, 418 Data, 420

FIG. 4

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Applicant(s): Michael Vigue et al.
WORK/TRAINING USING AN ELECTRONIC

INFRASTRUCTURE

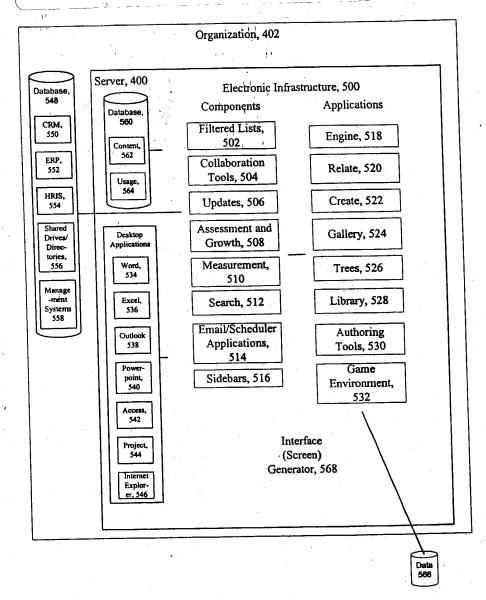


FIG. 5

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INFRASTRUCTURE

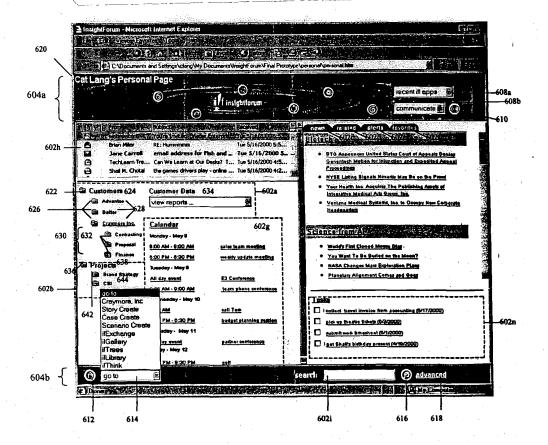
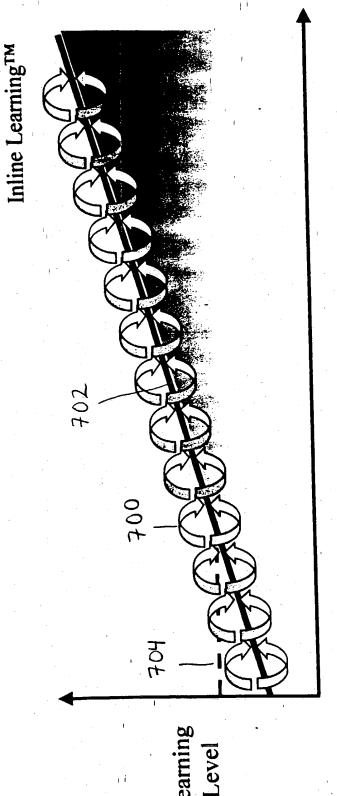


FIG. 6

Matter No.: 11688-002003 Applicant(s): Michael Vigue et al. WORK/TRAINING USING AN ELECTRONIC INFRASTRUCTURE



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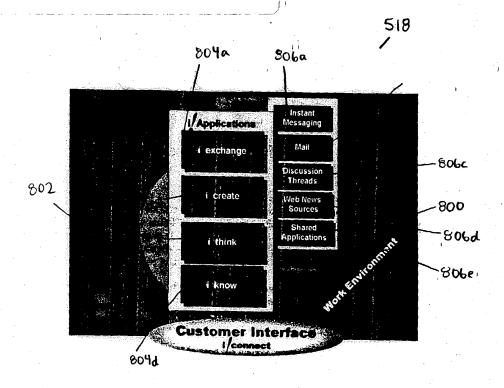


FIG. 8

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INFRASTRUCTURE

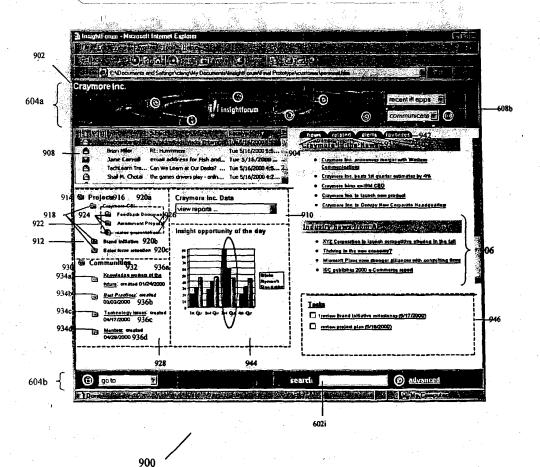


FIG. 9

WORK/TRÁINING USING AN ELECTRONIC **INFRASTRUCTURE** Components, 1000 Filtered Lists, 502 Measurement, 510 Customer Loyalty/ Customer, Personal Satisfaction Index, Reporting Utility 1002 1044 for Personal Network, 1010 Assessment and Poll Taking/ Growth, 1046 Updates/ Project, 1004 Feedback, 1048 Notifications, Related 1012 Search, 512 Clients/ Projects, 1006 News/Articles, 1014 Email/Scheduler Contact, 1008 Applications, 514 Collaboration Tools, 504 IM and Chat, Sidebars, 516 Virtual 1016 Bottom sidebar, Meetings, Top sidebar, 604a 604b Threaded 1020 Discussions, File Transfer, 1022 1018 Shared Scheduler, Whiteboards, 1024 1028 Shared applications, 1026 Updates, 506 Assessment and Growth, 508 Learning Assessment Resources, 1030 Tools, 1032 360-Degree Feedback, 1034 Personality Assessment, 1036 Learning Style Assessment, 1038 Team Workstyle Assessment, 1040 Team Climate Assessment, 1042

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FIG. 10

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FIG. 11

Case Create, 1138 Matter No.: 11688-002003 Applicant(s): Michael Vigue et al.

WORK/TRAINING USING AN ELECTRONIC

**INFRASTRUCTURE** 

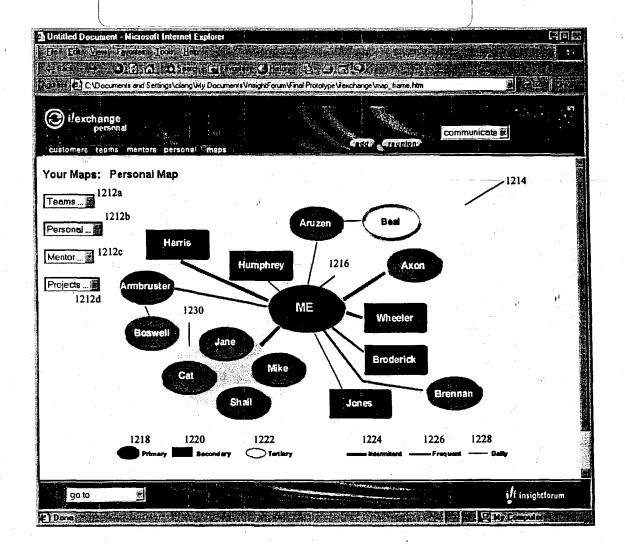
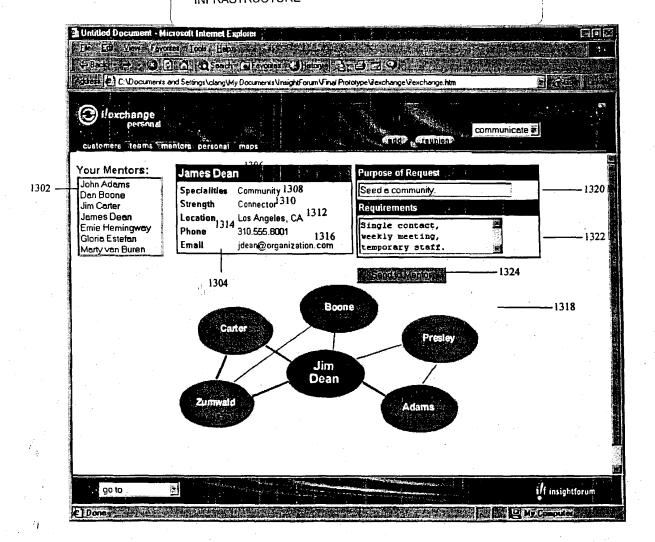


FIG. 12

Matter No.: 11688-002003 Applicant(s): Michael Vigue et al. WORK/TRAINING USING AN ELECTRONIC INFRASTRUCTURE



1300

FIG. 13

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1400

INFRASTRUCTURE

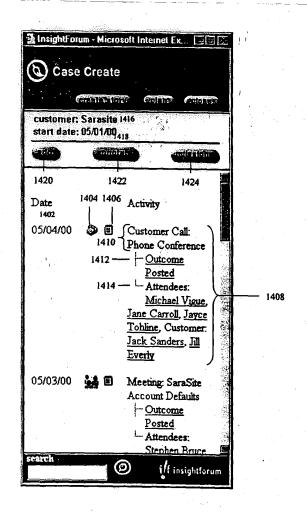


FIG. 14

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WORK/TRAINING USING AN ELECTRONIC

**INFRASTRUCTURE** 

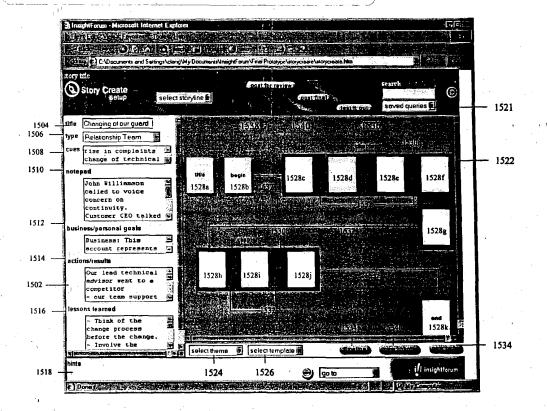


FIG. 15

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WORK/TRAINING USING AN ELECTRONIC

INFRASTRUCTURE

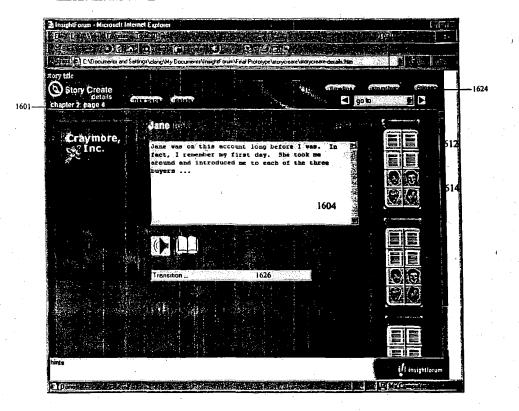


FIG. 16

Applicant(s): Michael Vigue et al.
WORK/TRAINING USING AN ELECTRONIC

INFRASTRUCTURE

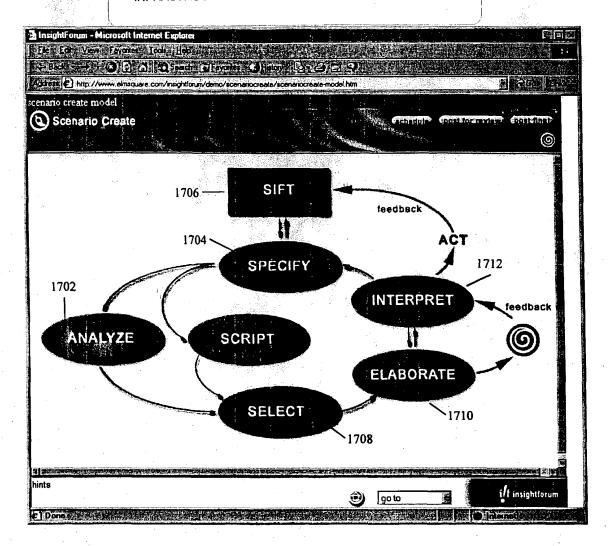
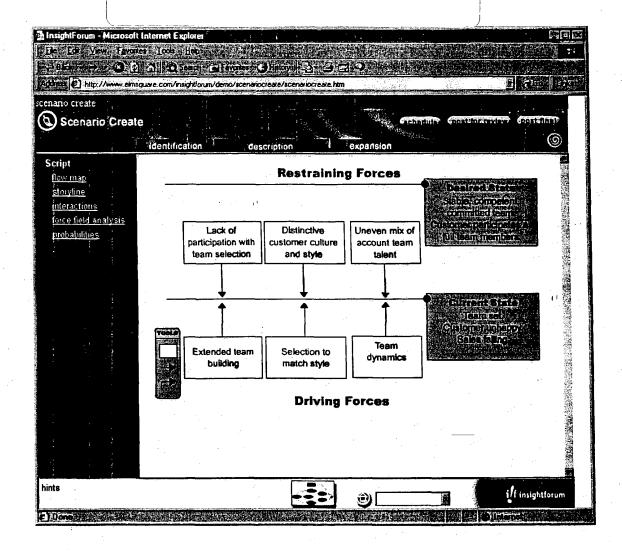


FIG. 17

Matter No.: 11688-002003 Applicant(s): Michael Vigue et al.

WORK/TRAINING USING AN ELECTRONIC

INFRASTRUCTURE



1800

FIG. 18

Matter No.: 11688-002003 Applicant(s): Michael Vigue et al. WORK/TRAINING USING AN ELECTRONIC

INFRASTRUCTURE

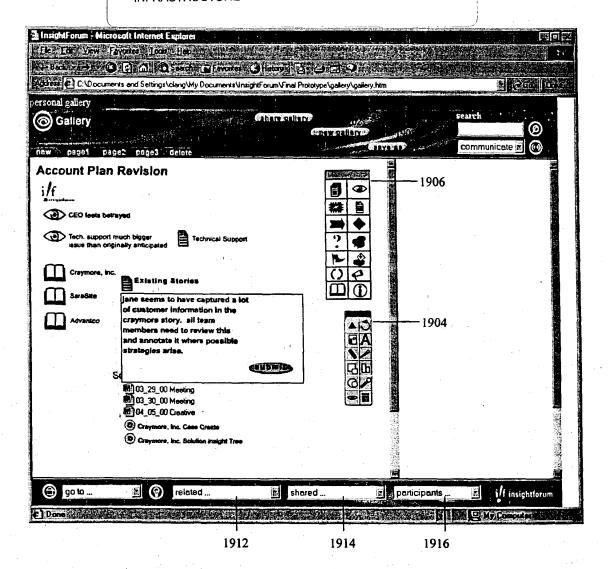


FIG. 19

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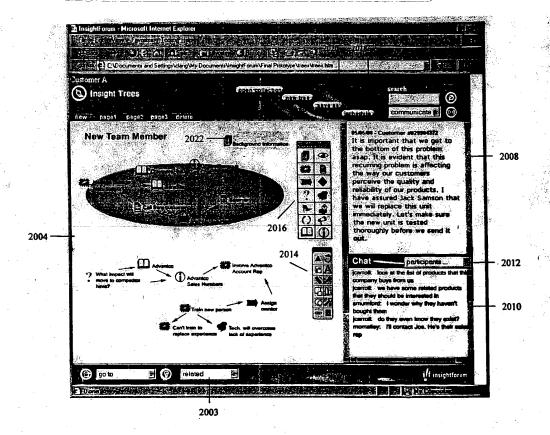


FIG. 20

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Matter No.: 11688-002003 Applicant(s): Michael Vigue et al. WORK/TRAINING USING AN ELECTRONIC INFRASTRUCTURE

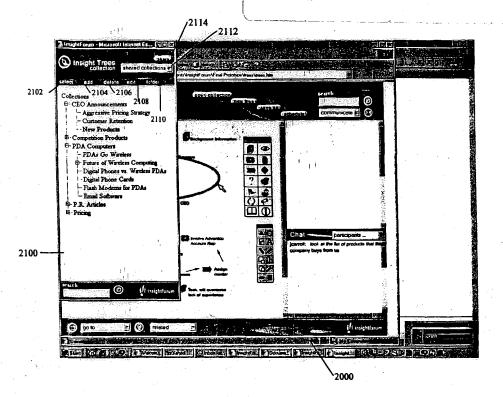
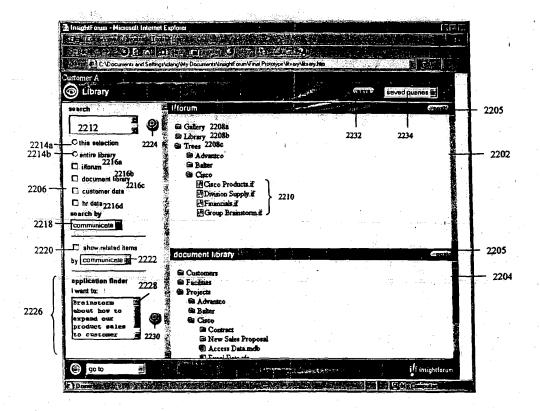


FIG. 21

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Applicant(s): Michael Vigue et al. WORK/TRAINING USING AN ELECTRONIC

INFRASTRUCTURE



2200 ′

FIG. 22

Applicant(s): Michael Vigue et al. WORK/TRAINING USING AN ELECTRONIC

**INFRASTRUCTURE** 

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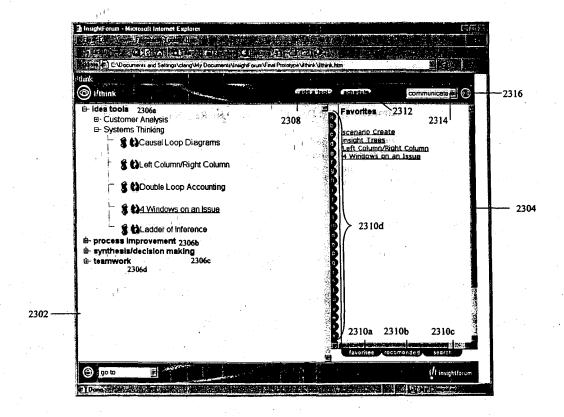


FIG. 23